USER GUIDE

M 401

M 40 5

M 405D

M401 / M405 / M405D phones

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Introduction

Your new terminal or telecommunications system has just been installed. A large range of communications services and functions is now at your fingertips!

This Users' Guide will lead you through each step to make sure you get the most out of your new communications tool.

Please take a little time to go through these instructions, making sure you understand each step before moving on to the next. As soon as you have mastered the basic functions, you will be ready to use your new phone.

As long as you carefully read and follow these instructions, the most sophisticated features will seem easy to use.

Once you discover how much faster you can make calls and how much time you can save, you will wonder how you ever managed without a M phone!

Just follow your guide!

M 401 and M 405/405D digital telephones

Leading-edge technology for maximum ease of use

Because telephones are essential to everyday efficiency, you need a complete, high-performance phone that is also fast and easy to use.

This is why the manufacturer has designed the M 401 and M 405/405D telephones for all categories of employees – from line employees to senior managers – who frequently use their telephone and therefore require a large number of preprogrammed features (dialing, call forwarding, pickup, extension status display, touchtone (DMTF), multikey or multiline extension configuration, and more).

Congratulations on your choice!

M 401 and 405/405D digital telephones

Communicating has never been so simple.

You might want a colleague to listen to your call:

■ **just press the following key** *(on M 405/405D terminals)*

To meet your everyday telephone needs, the M 401 and M 405/405D sets are equipped with programmable keys (for direct access to numbers and telephone features which you most often use): 1 key on the 401 and 5 keys on the M 405/405D.

Learning how to use your phone

This guide contains simple instructions for all the main features of your phone, including:

- dialing an internal ***(see section 1.1.)*** or external ***(see 1.2.)*** party,
- calling an internal or external number with the last number redial function ***(see 1.3.1.)*** with a preprogrammed key ***(see 1.3.2.)*** or with an abbreviated number ***(see 1.3.3.***) stored in your directory,
- calling a second party while you are having a conversation ***(see 2.1.)***, then returning to your first party ***(see 2.2.)***, switching from one party to the other ***(see 2.3.)***, speaking with both at the same time ***(see 2.4.)*** or connecting the first party with the second party ***(see 2.5.)***,
- receiving a call ***(see 3.1.)*** or several calls and switching from one to the other ***(see 3.2.),***
- picking up a call from the common bell ***(see 4.1.)*** or from an extension within or outside your extension group ***(see 4.3. and 4.2.)***,

M 401 and 405/405D digital telephones

- filtering a call between two extensions (manager/secretary) ***(see 5.1. and 5.2.)*** or cancelling the filtering function ***(see 5.3.)***,
- forwarding your calls to another extension ***(see 6.1.)*** or to a voice mailbox ***(see 6.2.)***, either immediately, after several rings on no answer or on busy or canceling call forwarding (***see 6.4.)***,
- customizing your terminal by preprogramming any or all of the following: abbreviated (speed dial) numbers in your personal directory ***(see 7.1.***), appointment reminders ***(see 7.2.)***, a personal password (latch function) ***(see 7.3.)***, call barring of trunk line (external) calls ***(see 7.4.)***, Do Not Disturb (DND) ***(see 7.5.)***, line protection during data transmission ***(see 7.6.)***, other keys or services ***(see 7.7.).***

Please note :
This guide is not exhaustive, it describes only the most frequently used features.

Placing a call

1.1. INTERNAL CALLS

1.1.1 Calling an internal party

For standard calls

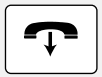
On your keypad:

- **Lift the handset**
- **Dial the extension number**
  When your party answers, speak.
- **At the end of your conversation, replace the handset.**

Note
To use the loudspeaker:
- **Press the key** [ ]

During a call, press the [+] **or** [-] **key to adjust the volume:**
- **of the loudspeaker if activated (M 405/405D sets),**
- **of the handset on sets which feature this function, when the loudspeaker is deactivated (M 405D).**

EXTENSION NUMBER



Placing a call

Calling the switchboard

On your keypad:

- **Lift the handset**
- **Dial the code**
  When the switchboard answers, speak.
- **At the end of the conversation, hang up.**

9

1.1.2. The internal extension is busy

Automatic redial

If the extension you are trying to reach is busy, you can automatically redial the number.

- **Press the key**
- **Then the key**
  You will hear a beep to let you know that the redial function has been activated.

.

- **Hang up.**

As soon as the extension you called hangs up, your extension rings. When you pick up your handset, the extension you called also rings.
You are now through with your party.

Placing a call

1.2. EXTERNAL NUMBER

1.2.1. Calling an external number

For standard calls

On your keypad:

- **Lift the handset**
- **Dial the external access code**
- **Then dial the complete number**
  When your party answers, speak.
- **At the end of the conversation, hang up.**

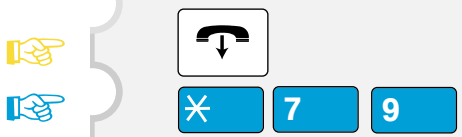
1.2.2 If the external number is busy or does not answer

Storing a number for redial

If the number is busy or does not answer, you can temporarily store the number and then redial it with a single key.

To store the number:

- **Hang up.**
- **Press the keys**



The number is now stored and you can redial it later on (even if it is not the last number dialed).

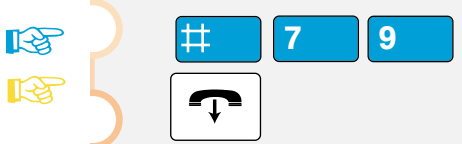
To redial the stored number:

- **Press the keys**

Stored number cancellation

To cancel the stored number:

- **Press the keys**
- **Hang up.**
  The number is no longer stored.



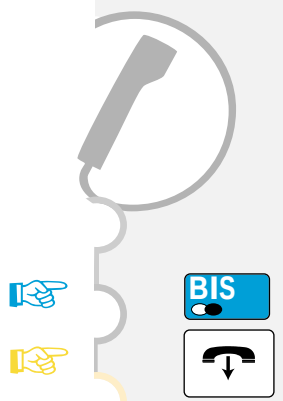
Placing a call

1.3. FOR EITHER INTERNAL OR EXTERNAL NUMBERS

1.3.1 Last number redial

To redial the last number dialed:

- **Lift the handset**
- **Press the key**
  When your party answers, speak.
- **At the end of the conversation, hang up.**



1.3.2 Calling a number with a programmable key

You have previously programmed a directory number on a programmable key.
To call the number:

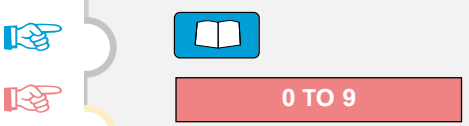
- **Lift the handset**
- **Press the programmed key**
  (see section 7.7. for instructions on how to program programmable keys).
  The red light on the key lights up. When your party answers, speak.
- **At the end of the conversation, hang up.**

1.3.3 Calling a party using an abbreviated dialing code ("speed dialing")

You have previously created abbreviated dialing codes using the personal directory function *(see 7.1. for programming abbreviated dialing codes).*

To dial your party:

- **Lift the handset**
- **Press the key** *(on M 401/405 sets)*
- **Choose the abbreviated dialing code assigned to your number by pressing one of the number keys (0 to 9) on the keypad.**



Please note: This function is accessible on M 405D set, by pressing * + * + abbreviated number (0 to 9).

1.3.4 Continuing the call on another terminal

You are in conversation and you wish to continue your call on another terminal:

- **Press the keys**
  Your party will now hear the music-on-hold or hold tone.
- **To get your call back on the other terminal, press the keys and dial the internal number of the first terminal.**

Calling a second party

2.1 CONSULTATION CALL

You are in conversation, and you wish to speak to a second internal or external party.
On your keypad:

- **Press the key** R
- **Dial the number** EXTERNAL or INTERNAL NUMBER
  You are in contact with your second party.
  Your first party is on hold (music-on-hold or hold tone).

You now have three choices:

2.2 RECOVERY

If you wish to return to your first party and disconnect from your second party:

- **Press the key** R
  then
- **Press the key** 1
  You have returned to your first party, and you are no longer connected to the second party.

2.3 "SHUTTLE"

If you wish to switch from one party to the other:

- **Press the key**
  then

R

- **Press the key**
  You can speak to both parties, but they cannot speak with each other.

2

2.4 CONFERENCE CALL

If you wish to establish a three-party conference:

- **Press the key**
  then

R

- **Press the key**
  You have established a three-party conference. If one of the parties hangs up, you remain connected to the remaining party.

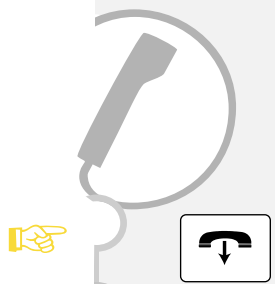
3

Calling a second party

2.5 TRANSFERRING CALLS

If you wish to connect the first party with the second party:

- **Replace your handset**
  Both parties are connected with one another, without you on the line.



Please note:
Transfer is not always possible between two external numbers. If the transfer is unsuccessful, your phone will ring after you have hung up. The parties will remain on line.

Receiving one or more calls

3.1 RECEIVING A CALL

Your phone rings when you have an incoming call:

- **Pick up the handset**
  You are in conversation with your caller.

- **Replace the handset at the end of the conversation.**

3.2 RECEIVING A SECOND CALL

Please note: If you have a multikey set, please go to section 8.2. (for M 405/405D phones).

You are in conversation and you hear a beep, which means that a second party is trying to reach you.
To consult the call, on your keypad:

- **Press the key** R
  then

- **Press the following keys in order** * 1 0
  Your first caller is now on hold.

Receiving one or more calls

You now have the same options as when you call a second party while you're already connected to a first call *(see 2.2. to 2.5.)*.

1. To return to your first caller and disconnect your second caller

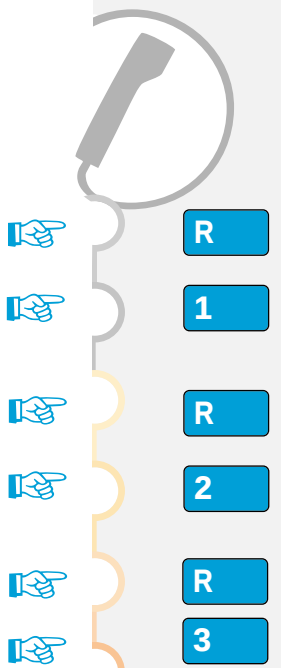
- **Press the key** R
  then
- **Press the key** 1

2. To "shuttle" between the first call and the second call

- **Press the key** R
  then
- **Press the key** 2

3. For a three-party conference call

- **Press the key** R
  then
- **Press the key** 3



Call pickup

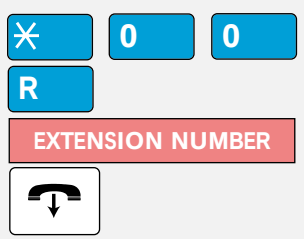
4.1 PICKING UP A CALL TO THE COMMON BELL

The receptionist is absent and you wish to pick up a call to the common bell (your company's main number). On your keypad:

- Lift the handset
- Press the following keys consecutively
- Forward the call to the person requested by pressing

then

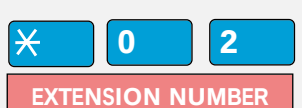
- Dial the extension number
- Hang up when the internal extension answers.



4.2 PICKING UP A CALL RINGING ON A COLLEAGUE'S EXTENSION

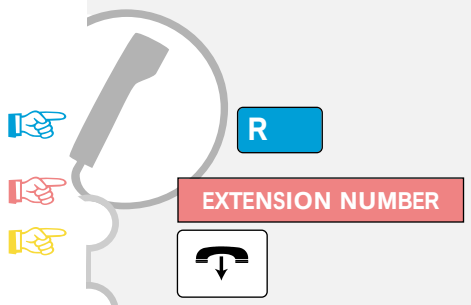
Your colleague is out and you want to pick up a call ringing on his/her extension. On your keypad:

- Pick up the handset
- Press the following keys consecutively
- Dial the number of the ringing extension



Call pickup

- You can transfer the call to the person requested by pressing
  then
- Dialing the extension number
- Hang up when he/she answers



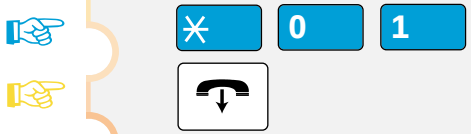
4.3 PICKING UP A CALL WITHIN YOUR EXTENSION GROUP

You are a member of an extension group (groups are defined by your telecom administrator). This means that group members can pick up calls ringing on the extension of other members. If you hear a colleague's extension ringing when he/she is absent, you can pick up the call from your own extension.

Picking up a call ringing on another extension in your group

On your keypad:

- Pick up the handset
- Press the following keys consecutively
  You are connected to your colleague's call.
- At the end of your conversation, replace the handset.



Filtering a call

5.1 SETTING UP CALL FILTERING

Programming the filtering (or "screening") function is a fairly technical operation and you should contact your telecom administrator.

Note : the filtering function requires that two programmable keys be available and is therefore not possible on M 401 sets, which have only one programmable key.

Filtering generally involves two extensions and two people:

- the "filtered" person, generally a manager
- the "filtering" person, generally a secretary.

One secretary can filter calls for several managers and one manager can have calls filtered by several secretaries.

Before activating the filtering function:

- your telecom administrator needs to know the two extension numbers (secretary and manager),
- you will need to find out from your telecom administrator which programmable keys correspond to each extension (if you haven't provided him/her with the extension numbers, he/she will select them according to which numbers are available),
- as soon as you have the "green light" from your telecom administrator, you can start using and benefiting from all the features of the filtering function (***see 5.3.)***.

Filtering a call

5.2 DESCRIPTION OF FILTERING FUNCTION

Four programmable keys are required for the filtering function: two on the secretary's keypad, and another two on the manager's keypad.

- **Programmable key 1: is used for filtering** and is generally marked "filter" on the keypad. It activates and deactivates the filtering function. When this key is pressed down, a red LED goes on and the function is active.

.

- **Programmable key 2: is for monitoring (see 8.1.).** It is generally marked with the secretary's or manager's name on the keypad.
  It is mainly used to:
  - call the monitored extension (secretary or manager),
  - display the extension status (secretary or manager),
  - enable direct call pickup by the manager.

5.3 USING THE FILTERING FUNCTION

For the filtering function to operate efficiently:

- **On one of the two terminals, press the filtering key**
  A red LED is activated on both terminals.

Filtering Key

Notes:
If the filtering key on the manager's phone is activated, the secretary's filtering key is automatically activated as well, and vice versa. One of the keys will be used for the filtering function, and the other for the monitoring function.

Below are examples of different ways in which the filtering function can be used:
1st example: Someone calls the manager. The secretary is ready to answer the phone, and the Director's extension is free.

	Secretary		Manager
1	Extension rings	1	"Secretary" key flashes
2	Secretary takes the call	2	"Secretary" key stops flashing, remains lit
3	Secretary presses "manager" key	3	Manager's extension rings
		4	Manager takes the call
5	Secretary informs manager of call		
6	Secretary replaces handset		
7	"Manager" key lights up	7	"Secretary" key light goes off
		8	End of conversation, manager hangs up
9	"Manager" key light goes off		

Filtering a call

Second example: Somebody calls the manager, the secretary isn't available, and the Manager's extension is free.

	Secretary		Manager
1	Extension rings	1	"Secretary" key flashes
2	Secretary is temporarily absent	2	Manager takes call by pressing "Secretary" key
3	"Manager" key lights up	3	"Secretary" key light goes off
		4	End of conversation, manager hangs up

Third example: a party calls the secretary.

	Secretary		Manager
1	Extension rings	1	"Secretary" key lights up
2	Secretary takes the call		
3	End of conversation, secretary hangs up		
		4	"Secretary" key light goes off

Note :
A call may come in for the manager when the secretary's extension is already engaged:

- **if the secretary's extension has only one line, he/she has to use the "second call" function to pick up the call,**
- **if the secretary has a multiline extension, he/she presses the incoming call key (flashing key) (the multikey function is described in the next section).**
  In other words, if a call comes in for the manager while the secretary is already in conversation, the secretary simply presses the flashing key (incoming call) to pick up the call.

This second solution is recommended.

5.4 CANCELING THE FILTERING FUNCTION (FROM SECRETARY OR MANAGER EXTENSION)

Depending on which keys you have programmed:

■ **Press the key that activates the filtering function**
The red LED on the key is goes off.

Filtering Key

Note :
Deactivating the filter key on the manager's phone automatically desactivates the filter key on the secretary's phone, and vice versa.

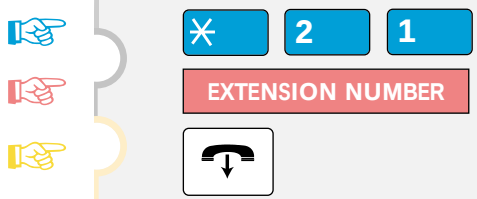
Call forwarding

6.1 FORWARDING YOUR CALLS TO ANOTHER EXTENSION

6.1.1 Immediate call forwarding

To forward all your calls immediately to another extension.
On your keypad:

- **Press the following keys consecutively**
- **Dial the extension number to which calls are to be forwarded**
  You will hear two beeps.
- **Hang up.**



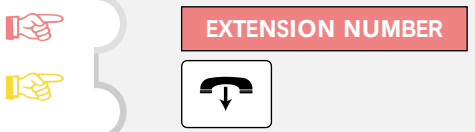
6.1.2 Forwarding calls on no answer

To forward all your calls that are unanswered after several rings.
On your keypad:

- **Press the following keys consecutively**

■ **Dial the extension number to which calls are to be forwarded**
You will hear two beeps.

■ **Hang up.**



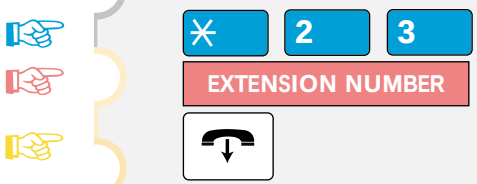
6.1.3 Call forwarding on busy

To forward all your incoming calls to another extension when your extension is busy.
On your keypad:

■ **Press the following keys consecutively**

■ **Dial the extension number to which calls are to be forwarded**
You will hear two beeps.

■ **Hang up.**



6.2 FORWARDING YOUR CALLS TO A VOICE MAILBOX

If you have a voice mail service, you can forward all your calls to your mailbox.
Calls can be forwarded:

- immediately,
- on no answer,
- on busy.

Calls forwarding

6.2.1 Immediate call forwarding

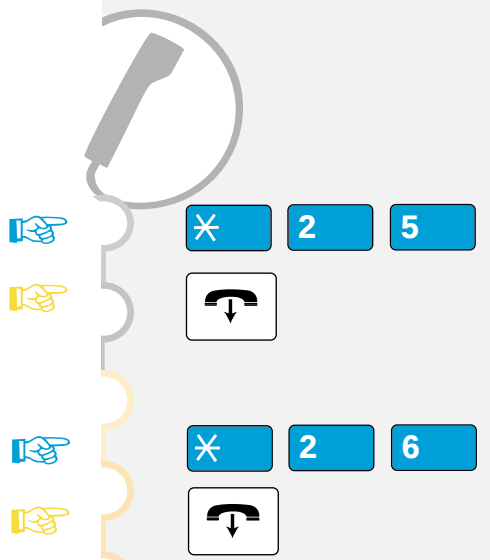
To forward all your calls immediately to your voice mailbox.
On your keypad:

- **Press the following keys consecutively**
  You will hear two beeps.
- **Hang up.**

6.2.2 Forwarding your calls on no answer

To forward all your calls to your mailbox automatically after several rings.
On your keypad:

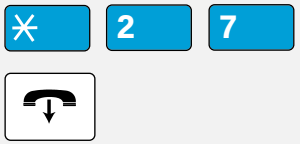
- **Press the following keys consecutively**
  You will hear two beeps.
- **Replace the handset.**



6.2.3 Forwarding your calls on busy

To forward all your calls to your voice mailbox when your extension is busy.
On your keypad:

- **Press the following keys consecutively**
  You will hear two beeps.
- **Hang up.**



Please note:
You can forward:
- external calls only,
- internal calls only.
For further details, consult your telecom administrator.

6.3 OVERRIDING THE CALL FORWARDING FUNCTION

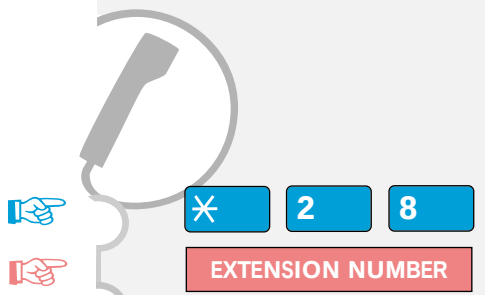
You wish to reach someone and his/her extension is forward. You can override the call forwarding function and ring the extension.

Calls forwarding

On your keypad:

- **Press the following keys consecutively**
- **Dial the extension number**
  The extension you are trying to call will ring.

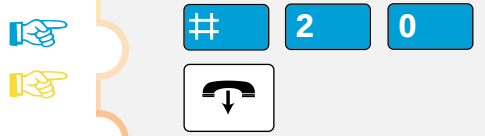
Note:
This function is subject to calling party and called party entitlements. Please see your telecom administrator.



6.4 CANCELING CALL FORWARDING

To cancel all call forwarding.
On your keypad:

- **Press the following keys**
- **Hang up.**



7.1 PROGRAMMING ABBREVIATED NUMBERS ("SPEED DIALING")

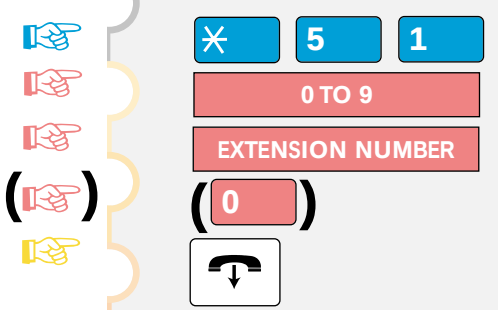
You can store the numbers you use most often (maximum of 10). They can be internal or external numbers.

To store abbreviated numbers in a directory

On your keypad:

- Press the following keys consecutively
- Press a number key between 0 and 9
- Dial the number you wish to store in the directory
  For an external call, dial the external access code.
- Hang up.

Note:
Remember to note your abbreviated numbers on a card, and keep it by your phone for quick reference.



Customizing your phone

Deleting an abbreviated number from a directory

On your keypad:

- **Press the following keys consecutively**

- **Dial the abbreviated number you wish to delete**
  You will hear two beeps.

- **Hang up.**

Note :

1° The external network access code is the one you dial (often "0") to obtain an outside line before dialing your external number.

2° In order to assign a new party's number to an abbreviated dialing code, you must first delete the former number.

7.2 PROGRAMMING AN APPOINTMENT REMINDER

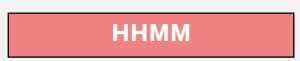
You can use your phone as a diary and record your appointment times.

Entering appointment times

On your keypad:

- **Press the following keys consecutively**

- **Enter the appointment time (between 0000 2359)**
  example: 5:30 PM = 1730



- **Hang up.**

Customizing your phone

Removing an appointment reminder

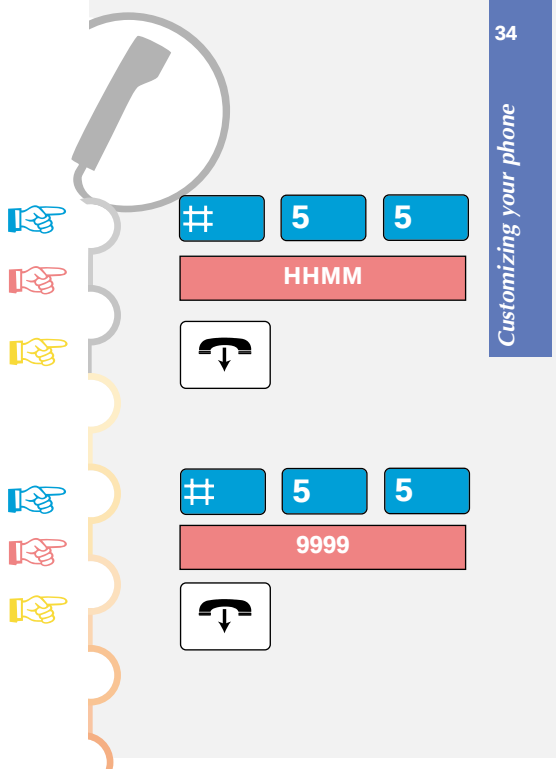
On your keypad:

- Press the following keys consecutively
- Enter in your appointment time
  example: 5:30 PM = 1730
- Hang up.

Clearing all appointment reminders

On your keypad:

- Press the following keys consecutively
- Press the number keys
- Hang up.



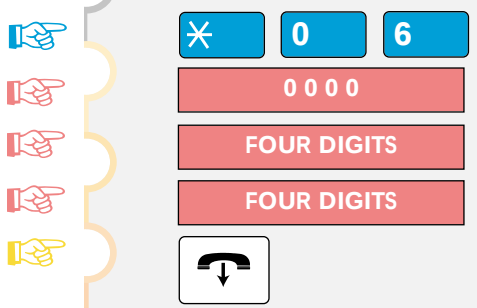
7.3 PROGRAMMING A PERSONAL PASSWORD

You can program a four-digit personal password to restrict access to your phone or for access to certain services.

To program a personal password for the first time

On your keypad:

- **Press the following keys consecutively**
- **Press the number keys**
- **Enter your personal password**
- **Enter your personal password a second time**
- **Hang up.**

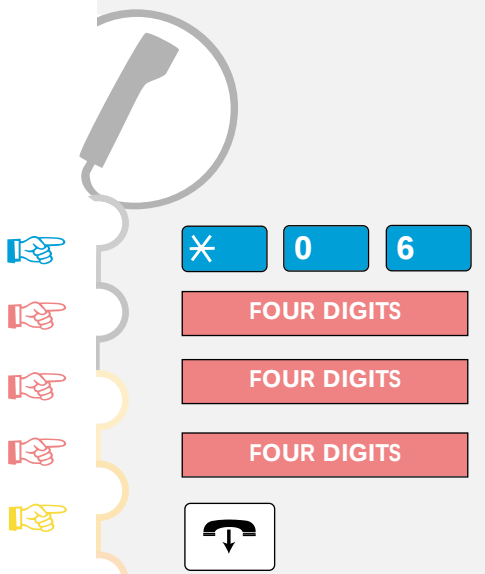


Customizing your phone

Changing your personal password

On your keypad:

- Press the following keys consecutively
- Enter your old password
- Enter your new password
- Enter your new password a second time
- Hang up.



7.4 BARRING EXTERNAL CALLS FROM YOUR PHONE

You can prevent external calls from being made on your phone.

Locking your extension

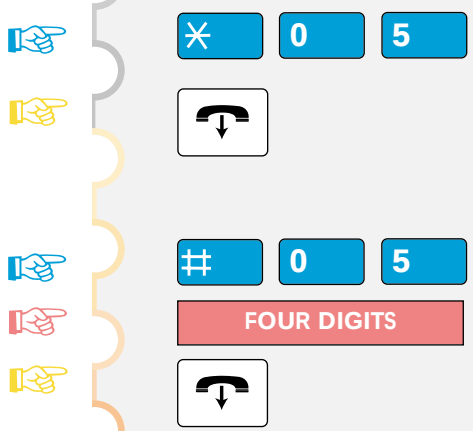
On your keypad:

- **Press the following keys consecutively**
  You will hear two beeps.
- **Hang up.**

Unlocking your extension

On your keypad:

- **Press the following keys consecutively**
- **Enter your personal password**
  You will hear two beeps.
- **Hang up.**



Customizing your phone

Making an external call from a locked extension

On your keypad:

- **Pick up the handset**
- **Enter the code**
- **Enter your password**
  You will hear two beeps.
- **Dial the external number**
  When your party answers, speak.
- **At the end of the conversation, hang up.**

0

FOUR DIGITS

EXTERNAL NUMBER

Please note :
These two functions can only be used after you have programmed a personal password *(see 7.3.)*.

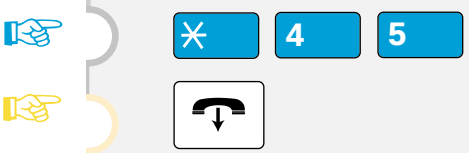
7.5 DO NOT DISTURB

If you do not wish to receive calls, you can activate the Do Not Disturb (DND) function.

To program the DND function

On your keypad:

- **Press the following keys consecutively**
  You will hear two beeps.



- **Hang up.**

To deactivate the DND function

On your keypad:

- **Press the following keys consecutively**
  You will hear two beeps.

- **Hang up.**

Customizing your phone

Overriding the DND function

You may be trying to call an extension that is in DND mode. To override the DND function and ring the extension.

On your keypad:

- **Press the following keys consecutively**

- **Dial the extension number you are trying to reach**
  The extension rings.

Note:
This function is subject to calling and called party entitlements. Please contact your telecom administrator.

7.6 USING YOUR LINE FOR DATA TRANSMISSION

You can protect your phone line from incoming calls during data transmission via modem or videotex terminal.
See your telecom administrator if you require this type of protection.

7.7 PROGRAMMING KEYS AND FEATURES ON YOUR PHONE

Programming functions for phones are generally set by the telecom administrator.

However, some of the less complicated features are described in this section, enabling you to assign certain programmable keys.

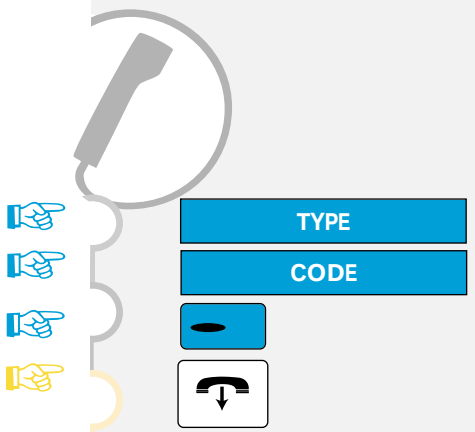
To program programmable keys

On your keypad:

- **Press the key you wish to program twice (interval of less than half a second)**

Customizing your phone

- Select the feature type you wish to program
- Dial the code you want to assign to that feature (see p.44)
- Press the key to validate the operation.
- Hang up.



THE MOST COMMONLY USED PROGRAMMED FUNCTIONS ARE:

Type 1 : storing internal and external numbers.

Type 3 : programming DTMF (touchtone) codes (for direct access to voice mail, for example).

Type 4 : key system programming: extension status display, call pickup, direct calling from the extension.

Type 5 : programming the call filtering function: extension status display, call pickup for your own calls and for calls forwarded to the filtering extension or another extension, direct calling from the extension.

Type 8 : recording a code that authorizes access to a programmable feature (filtering, call forwarding, etc.).

Note:
The key system function is similar to the monitoring function ***(see section 8.1.)*****.**

Feature codes

Feature codes are exactly the same as those listed in the previous pages.
For example: to pick up a call outside your extension group, press * then 0 then 2 then the number of the extension called.

Programming examples

Programming examples	Type	Code (1st part)	Code (2nd part)
Call internal number	**1**	ext.number	
Call external number	**1**	0	directory number
Call pickup within group	**1**	✱01	
Call pickup outside group	**1**	✱02	extension number called
Immediate call forwarding to designated extension	**8**	✱21	number of designated extension
Cancellation of immediate call forwarding	**8**	#21	
Call forwarding on no answer	**8**	✱22	number of designated extension
Cancellation of call forwarding on no answer	**8**	#22	
Call fowarding on busy	**8**	✱23	number of designated extension
Cancellation of call forwarding on busy	**8**	#23	
Immediate call forwarding to voice mailbox	**8**	✱25	voice mail service number
Cancellation of all call forwarding	**8**	#20	
Do Not Disturb (DND).	**8**	✱45	
Cancellation of DND	**8**	#45	
Automatic callback on busy	**1**	5	
Direct call to extension and pickup of it calls	**4**	ext. number	
Call pickup of forwarded and filtered calls and direct call to forwarding extension	**5**	number of call forwarding extension	
Check answering machines or messages	**3**	sequence	

Special features

Certain special features are described in this section. As these features are usually programmed by the telecom administrator, only instruction on how to use them are given here.

For M 401 terminals:
The M 401 terminal only has one programmable key, which can be assigned to one function.

8.1 MONITORING (ALSO KNOWN AS "KEY SYSTEM" FUNCTION)

The monitoring function lets you monitor a group of extensions or possibly external lines, in order to:

- determine the status of the extension(s) you monitor (free, ringing, busy),
- pick up calls from the extension(s) you monitor by pressing the flashing programmable key,
- make direct calls to the monitored extension(s) by pressing the corresponding programmable key.

Note:
For each monitored extension, a programmable key with status indicator light must be programmed.

CALLED EXTENSION

Procedure

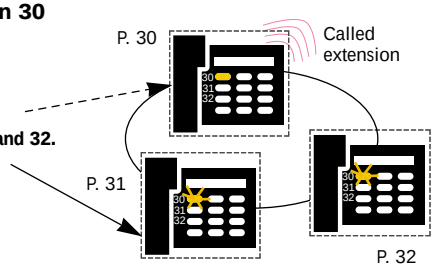
When a call arrives for a monitored extension, the status indicator light on the extension key flashes on all monitoring terminals.

If you wish to pick up the call:

■ **Press the corresponding key**

Example: Extension 31 and 32 monitor extension 30

- **A call rings extension 30, but the person is out.**
- **The “Ext. 30” key flashes on extensions 31 and 32.**
- **Extension 31 picks up the call by pressing the "Ext. 30" key.**
- **The "Ext. 31" status indicator lights stays on extensions 30 and 32.**



8.2 MULTIKEY FUNCTION

An extension using the multikey function has only one directory number, but has several programmed keys enabling it to handle several calls simultaneously.

Please note:
You have to program as many keys as the number of calls you wish to handle at the same time (not more than the number of programmable keys available on your phone).

Procedure

When a call arrives on your multikey phone, the light on one of the programmable keys will start flashing.

To take the call:

- **Press the flashing programmable key**
  The key light will stop flashing and remain on.

PROGRAMMABLE KEY 1

Special features

If another party tries to call you, you will hear a beep, and the light on a second programmable key will start flashing.

To take the second call:

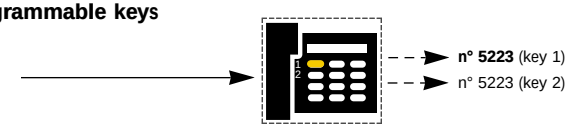
Press the second programmable key
The key light will stop flashing and remain on.
The first party is placed on hold, and the first key light will start flashing again.
You are in conversation mode with the second party.

You can switch from one party to the other by pressing the respective keys.

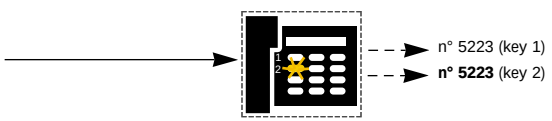
PROGRAMMABLE KEY 2

Example: extension A with two programmable keys

- A call rings extension A.
  Programmable key 1 flashes.
  Connect to the call by pressing key 1.



- A second call comes in.
  The programmable key 2 flashes.
  Take the second call by pressing key 2.
  The first party is placed on hold,
  and the corresponding programmable key 1 flashes.



Please note:
A multikey extension is considered "free" while there is still one line free, i.e. one programmable key free.

8.3 MULTILINE FUNCTION

A multiline extension can be assigned several directory numbers. Each directory number has its own key with an associated status indicator light.

This function is mainly used to program two numbers for the same extension:

- a "main" number, the one you give out to most callers
- a "private" number that you give out only to certain persons. This could be used as an emergency number.

Examples:

For a manager : private number, and
number filtered by his/her secretary.

For a secretary : number for personal use, and
number for filtering calls to his/her manager.

Procedure

When a call arrives on your extension, the LED corresponding to your standard call number flashes.

To take the call:

■ **Press the corresponding programmable key**
The light stops flashing and remains on.

PROGRAMMABLE KEY 1

When another party tries to reach you on your second number,
the light on your "private" key flashes.

To take the second call:

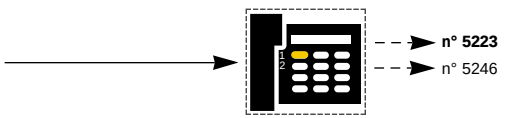
■ **Press the corresponding programmable key**
The light corresponding to this key stops flashing and remains on.
The first party is put on hold.
You are in conversation with the second party.

PROGRAMMABLE KEY 2

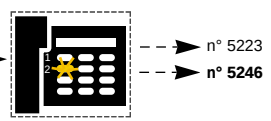
Special features

Example: two directory numbers are assigned to extension A: 5223 and 5246

- A party calls extension A on 5223.
  Programmable key 1 flashes.
  Take the call by pressing key 1.



- A second party calls the same "main" number, 5223,
  to reach extension A and gets a busy signal.
  The party then dials the second "private" number, 5246.
  Programmable key 2 flashes.
  Take the call by pressing key 2.
  The first caller is placed on hold, and key 1 flashes.



Please note:
An extension can be both multiline and multikey.

Glossary

CALL FORWARDING: This function lets you forward your calls to a designated extension *(see pages 26 to 30)*:
- immediatly
- after several rings (delayed)
- or on busy.

CANCEL: You can cancel programmable features on your extension (stored numbers, filtering, call forwarding, programmed features) *(see pages 11, 30, 32)*.

CONFERENCE CALL: This function lets you hold three-way conversations with two other parties *(see pages 15, 18)*.

CONSULTATION CALL: This feature lets you put a caller on hold while you make a call or receive a call from a second party *(see pages 14, 17)*.

DIRECTORY: This feature lets you call a party using an abbreviated ("speed dial") number (0 to 9) stored in your personal directory *(see pages 31, 32)*.

DO NOT DISTURB (DND): This feature lets you bar calls to your terminal. When it is activated, you can continue to make calls, but no incoming calls will disturb you *(see pages 39 - 40)*.

FILTERING: Filtering enables a "manager" extension to route all incoming calls to a "secretary" extension *(see pages 21 to 25)*. The filtering function uses two programmable keys on both the manager secretary extensions:
- one key to activate or deactivate filtering,
- one key for direct calling between the manager and secretary extensions and for call pickup and monitoring.

LAST NUMBER REDIAL (LNR): Automatic redial of last number dialed *(see page 12)*.

OVERRIDE : This feature lets you ring an extension which has been programmed to forward calls or is in DND mode *(see page 29)*.

PARK (HOLD): This feature lets you put a call on hold and then take it again *(see page 13)*.

Glossary

PASSWORD: This feature lets you enter a 4-digit code which must be entered to "unlock" your extension or to make external calls *(see pages 35 to 38)*.

PICKUP: With this feature you can pick up the following types of calls from your extension *(see pages 16 to 20)*:
- calls on the common bell (main company number),
- calls to the extension of a colleague,
- calls to another extension in your group.

PROGRAMMABLE KEY: You can call a number simply by pressing a programmable key assigned to this number *(see page 12)*.

PROGRAMMING: With this feature you can program *(see pages 31 to 35)*:
- up to 10 abbreviated numbers in your personal directory,
- appointment reminders,
- programmable keys for "one key" feature activation (filtering, dialing numbers),
- a personal password.

RECOVERY: This feature lets you reconnect to a call on hold after you have received another call or called a second party *(see pages 14, 16)*.

SHUTTLE: This feature lets you switch from one party to the other when two calls are in progress at the same time *(see pages 15, 18)*.

STORE: With this feature you can store an external number if it is temporarily busy, allowing you to call back later by pressing a single key *(see pages 10 & 11)*.

TRANSFER: If you have two calls in progress, this feature lets you connect the two parties, who remain in conversation when you hang up *(see page 16)*.

VOICE MAIL MESSAGING: If you have a voice mail service, this feature lets you forward calls to your mailbox either immediately, after several rings, or on busy *(see pages 28 & 29)*.

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